AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application:

1.   (Currently Amended) A computer-implemented method for managing a return of a product, the method comprising the steps, performed by a computer, of:

receiving a return request for the product, wherein the return request is for a quantity of the product greater than one;

determining whether the return request is authorized;

issuing, from a first computer-implemented management system <u>of a supplier</u>, a return authorization number (RAN) for the return request when the return request is determined to be authorized;

creating a record in a second computer-implemented management system <u>of the supplier</u> for the return request, the record comprising the RAN;

<u>performing a comparison of a quantity of product included in the second record with a received quantity of product</u>;

splitting the record in the second computer-implemented management system into a plurality of new records ~~with~~ <u>containing</u> the RAN<u>,</u> <u>based on the comparison</u> ~~when less than all of the quantity is received~~; and

updating the record in the second computer-implemented management system after the product has been returned.

2.   (Previously Presented) The computer-implemented method of claim 1, wherein the first computer-implemented management system is a customer relationship management (CRM) system.

3.   (Previously Presented) The computer-implemented method of claim 1, wherein the second computer-implemented management system comprises at least one of a supply chain management (SCM) management system and a warehouse management (WM) system.

4.   (Previously Presented) The computer-implemented method of claim 3, wherein the record is a delivery request.

5.   (Previously Presented) The computer-implemented method of claim 1, wherein the method further comprises communicating information between the first and second computer-implemented management systems utilizing the RAN.

6.   (Previously Presented) The computer-implemented method of claim 1, wherein the method further comprises providing a shipping label in response to approving the return request, the shipping label comprising the RAN.

7-8.   (Canceled).

9.   (Currently Amended) A computer-implemented method for managing a product return, the method comprising the steps, performed by a computer, of:

        authorizing a request from a customer to return a product, wherein the request from a customer is for a quantity of the product greater than one;

        creating at least one record in each of a plurality of computer-implemented management systems of a supplier when the request for the product return is authorized;

        assigning a unique identifier to the product return;

        associating the unique identifier with each record corresponding the product to be returned;

        performing a comparison of a quantity of product included in the at least one record with a received quantity of product;

splitting the at least one record in each of the plurality of
computer-implemented management systems into a plurality of new
records ~~with~~ <u>containing</u> the unique identifier<u>, based on the
comparison</u> ~~when less than all of the quantity is received~~; and

exchanging information regarding the product return between the plurality
of computer-implemented management systems utilizing the unique
identifier.

10. (Previously Presented) The computer-implemented method of claim 9, wherein
the plurality of computer-implemented management systems comprises at least
one of a customer relationship management (CRM) system, a supply chain
management (SCM) system and a warehouse management (WM) system.

11. (Previously Presented) The computer-implemented method of claim 10, wherein
the plurality of computer-implemented management systems comprises the
warehouse management (WM) system.

12. (Previously Presented) The computer-implemented method of claim 11, wherein
the plurality of computer-implemented management systems comprises a
logistics, execution, and shipping (LES) management system.

13. (Currently Amended) A computer-implemented method for managing a product
return, the method comprising the steps, performed by a computer, of:

assigning at least one return authorization number (RAN) to the product
return, wherein the product return is for a quantity of the product
greater than one;

creating, in a first database <u>of a supplier</u>, a return authorization record for
the product return, the return authorization record comprising the
RAN;

creating, in a second database <u>of the supplier</u>, a warehouse record for the
product return, the warehouse record comprising the RAN;

> performing a comparison of a quantity of product included in the
> warehouse record with a received quantity of product;

> splitting the record in the second database into a plurality of new records
> with containing the RAN, based on the comparison when less than
> all of the quantity is received; and

> updating the return authorization record and the warehouse record to
> include information associated with the RAN.

14. (Previously Presented) The computer-implemented method of claim 13, wherein the return authorization record comprises a plurality of return authorization items.

15. (Previously Presented) The computer-implemented method of claim 14, wherein each return authorization item comprises a unique RAN.

16. (Previously Presented) The computer-implemented method of claim 14, wherein the warehouse record comprises a plurality of pending delivery items, each of the pending delivery items being created for at least one of the return authorization items.

17. (Previously Presented) The computer-implemented method of claim 13, wherein the second database is a warehouse management (WM) system.

18. (Previously Presented) The computer-implemented method of claim 13, wherein the return authorization record further comprises a product type and a quantity.

19. (Previously Presented) The computer-implemented method of claim 13, further comprising creating a shipping label based on the return authorization record and communicating the shipping label to a customer.

20. (Currently Amended) A computer-implemented method for managing a product return, the method comprising the steps, performed by a computer of:

> indexing a record in a first database of a supplier for a product return
> using at least one unique identifier, wherein the product return is for
> a quantity of the product greater than one;

creating a record for the product return in a second database <u>of the</u> <u>supplier</u>, the record in the second database comprising the unique identifier;

<u>performing a comparison of a quantity of product included in the record for</u> <u>the product return with a received quantity of product;</u>

splitting the record in the second database into a plurality of new records with <u>containing</u> the unique identifier<u>, based on the comparison</u> when less than all of the quantity is received; and

exchanging, between the first and second databases, information related to the product return, wherein each item of exchanged information is identified by the unique identifier.

21.   (Currently Amended) A computer-readable medium including a memory containing instructions for carrying out a method for managing a product return, the method comprising:

creating a record in a customer relationship management (CRM) system <u>of a supplier</u> for a product return using at least one return authorization number (RAN), wherein the product return is for a quantity of the product greater than one;

creating a record for the product return in a warehouse management (WM) system <u>of the supplier</u> using the return authorization number;

<u>performing a comparison of a quantity of product included in the record for</u> <u>the product return with a received quantity of product;</u>

splitting the record in the WM system into a plurality of new records with <u>containing</u> the RAN<u>, based on the comparison</u> when less than all of the quantity is received; and

        exchanging between the management systems information related to the product return, wherein each item of exchanged information is identified by the return authorization number.

22.   (Previously Presented) The medium of claim 21, wherein the record in the CRM system is a return authorization record.

23.   (Previously Presented) The medium of claim 21, wherein the record in the WM system is a pending delivery record.

24.   (Currently Amended) A computer-readable medium including a memory containing instructions for carrying out a method, the method comprising:

        assigning a return authorization number (RAN) to an approved product return, wherein the product return is for a quantity of the product greater than one;

        creating, in a first database of a supplier, a return authorization record for the approved product return, the return authorization record comprising the RAN;

        creating, in a second database of the supplier, a pending delivery record comprising the RAN;

        performing a comparison of a quantity of product included in the pending delivery record with a received quantity of product;

        splitting the record in the second database into a plurality of new records with containing the RAN, based on the comparison when less than all of the quantity is received; and

        updating the return authorization and pending delivery records using the RAN.

25.   (Previously Presented) The medium of claim 24, wherein the return authorization record comprises a plurality of return authorization items.

26. (Previously Presented) The medium of claim 25, wherein each return authorization item comprises a return authorization number.

27. (Previously Presented) The medium of claim 25, wherein a pending delivery item is created for each return authorization item.

28. (Previously Presented) The medium of claim 24, wherein the second database is a warehouse management database.

29. (Previously Presented) The medium of claim 24, wherein the return authorization record further comprises a product type and a quantity.

30. (Previously Presented) The medium of claim 24, further comprising creating a shipping label based on the return authorization record and communicating the shipping label to a customer.

31. (Currently Amended) A computer-readable medium including a memory containing instructions for carrying out a method for managing a product return, the method comprising:

  authorizing a request from a customer to return a product, wherein the request is for a quantity of the product greater than one;

  creating at least one record in each of a plurality of management systems of a supplier for handling the product return;

  assigning a unique identifier to the product return;

  associating the unique identifier with each record corresponding to the product to be returned;

  performing a comparison of a quantity of product included in the at least one record with a received quantity of product;

  splitting the at least one record in the plurality of management systems into a plurality of new records with containing the unique identifier, based on the comparison when less than all of the quantity is received; and

exchanging information regarding the product return between the plurality of management systems utilizing the unique identifier.

32. (Currently Amended) A system for managing a return of a product, the system comprising:

a first computer comprising a first database <u>of a supplier</u> configured to receive a return request for the product, and to generate a first record comprising a return authorization number (RAN) for the product if the return request is authorized, wherein a quantity of the returned item is greater than one; and

a second computer comprising a second database <u>of the supplier</u>, in communication with the first database, configured to create a second record corresponding to the return, the second record comprising the RAN;

wherein the first and second database are each configured to exchange information regarding the return utilizing the RAN, and are each configured to split the second record ~~when~~ <u>in response to receiving</u> not all of [[the]] <u>a</u> quantity <u>of product included in the second record</u> ~~is returned~~.

33. (Original) The system of claim 32, wherein the first record is a return authorization record.

34. (Original) The system of claim 33, wherein the return authorization record comprises a plurality of return authorization items, each corresponding to a unique RAN.

35. (Original) The system of claim 32, wherein the second record is a pending delivery record.

36. (Original) The system of claim 35, wherein the pending delivery comprises a plurality of pending delivery items each corresponding to a return authorization item.

37-39. (Canceled).

40. (Currently Amended) A system for managing a product return, the system
comprising:

a computer of a supplier configured to:

assign a return authorization number (RAN) to a product
return, wherein a quantity of the product return is
greater than one; and

a plurality of databases of the supplier, each database the databases
configured to:

receive the RAN and to create at least one record
corresponding to the product return, wherein each
record corresponding to the return item is uniquely
associated with the RAN; and

perform a comparison of a quantity of product included in the
at least one record corresponding to the product
return with a received quantity of product; and

split the at least one record corresponding to the product
return based on the comparison when not all of the
quantity is returned.

41. (Currently Amended) A system for managing a product return, the system
comprising:

a first computer of a supplier comprising a user interface for:

receiving a return request from a customer, wherein a
quantity of the return request is greater than one,

creating a first record comprising a return authorization
number (RAN), and

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transmitting to the customer an authorization for a product
return comprising the RAN; and

a second computer <u>of the supplier</u>, in communication with the first
computer, configured to:

receive the RAN,

create, upon receipt of the return authorization, a <u>second</u>
record in a database comprising the RAN, ~~and~~

<u>perform a comparison of a quantity of product included in the
second record with a received quantity of product;
and</u>

split the <u>second</u> record ~~corresponding to the product return~~
<u>based on the comparison</u> ~~when not all of the quantity
is returned~~.

42. (Original) The system of claim 41, wherein the user interface comprises a web site.

43. (Original) The system of claim 42, wherein a customer submits a return request via the web site.

44. (Original) The system of claim 42, wherein the first computer creates a shipping label and transmits the shipping label to a customer via the web site.

45. (Currently Amended) The system of claim 41, wherein the first and second computers communicate using an <u>electronic data exchange (EDI)</u> [[EDI]].

46. (Currently Amended) The system of claim 41, wherein the first and second computers communicate using a <u>Basic Application Interface (BAPI)</u> [[BAPI]].

47. (Original) The system of claim 41, wherein the first and second computers communicate using R/3 information objects.